Service Bulletins

Service Bulletin No.	CVZ202500020-01
Revision No.	-
Date of Registration	2025.04.15
Subject	[Others][Others]MVEM1721F and 2 other models_LED lamp defect repair guide
Bulletin Writer Org.	ECTA
Bulletin Type	Quality_Urgent
Applicable Serial No	2022.07 - 2024.10
Applicable Type	Applicable only to repairs with the symptoms ○ Applicable to every repair regardless of symptoms ◉
Language	English
Last Updated Date	
Division	CVZ - Kitchen Package Division

All in One Symptom

Product Group	Product	Symptom	Symptom Type	Detailed Sy
Cooking Appliance	OTR Microwave/Hood	Others	Others	Other

Model

Factory	Factory Model	Factory Suffix	Customer Model	Sales Subs.	Factory	Factory Model	Factory Suffix	Customer Model	
ECTA	MVEM1721F	CRSELGA	MVEM1721F	LGEAI	ECTA	MVEM1721F	CRSELGA	MVEM1721F	
ECTA	MVEM1825D	CBDELGA	LGMVEM1825D	LGEAI	ECTA	MVEM1825D	CBDELGA	LGMVEM1825D	
ECTA	MVEM1825F	CRSELGA	MVEM1825F	LGEAI	ECTA	MVEM1825F	CRSELGA	MVEM1825F	

Sales Subs.

LGEAI | LGETA

Symptom Description	LED Lamp-related symptoms
Cause of Symptom	Defect in the LED lamp occured due to micro leakage. 1. From November 2024, Cavity LED location has been changed and LED hole has been modified to resolve micro leakage issues. 2. PCB Board material of the Service LED Lamp has been changed from CEM-1 to Metal Board.

No.	Location No.	Before Change		After Change		Note	K-Code	Remark
		Part No	Part Description / Part Spec	Part No	Part Description / Part Spec			
1	5015	AEJ74859414	Holder Assembly,Lamp / NO 5W MVEM1825S	AEJ74859428	Holder Assembly,Lamp / NO 5W MVEM1825S	A	1	When LED defect change AEJ74859414(5015) to AEJ74859428(5017)

Repair Instructions

1.If the LED lamp is defective ,replace it. (LED Lamp Location is on top of the oven cavity)

If the production date of the LED lamp is before November 2024. change it to AEJ74859428(5017).

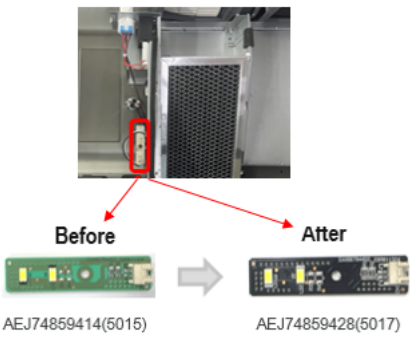
If the production date of the LED lamp is after November 2024, change it to AEJ74859414(5015) or AEJ74859428(5017).

2.If other parts are defective and need SVC ,change the LED lamp together.

AEJ74859428(5017).

If the Production date of the LED lamp is after November 2024, you don't need to change the LED Lamp together.

Note: If the LED lamp is replaced while repairing other parts, please type "# LED Lamp" in the technical remark field , so that the history of the LED Lamp changes can be used as a reference in the repair data.



* **Interoperability of parts**		Current Service Part	New Service Part	* **Disposal of old remaining service parts in LG warehouse**	N
	Current Product		✔		
	New Product	✔			
* **Interoperability of Service Parts**	This service is covered by an extended warranty Yes ○ No ◉ - If Yes, Parts for [ ] years and Labor for [ ] years by LG. - IF No, Parts and labor are charged to the customer if outside warranty period. * The warranty period, including any extended warranty above, starts from the original date of purchase.				
SVC Note	If the repairman change the LED Lamp when repairing other parts, please record it and so we can check the LED Lamp change history according to the SVC data.				

Service Bulletin No	Subject	Language	Status	Regist Date	Register	Version	
✔ CVZ202500020-01	[Others][Others]MVEM1721F and 2 other models_LED lamp defect repair guide	English	Post	2025.04.30	JIE YU	01	Translated